

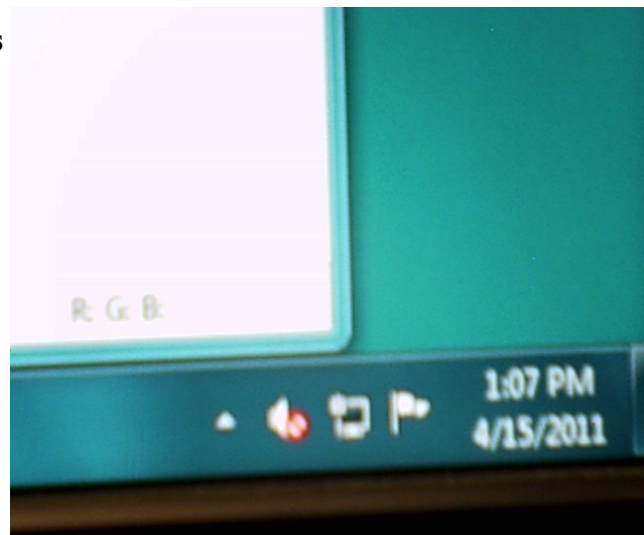
Monday, May 2nd 2011

To the Director of the Central Downtown Providence Library,

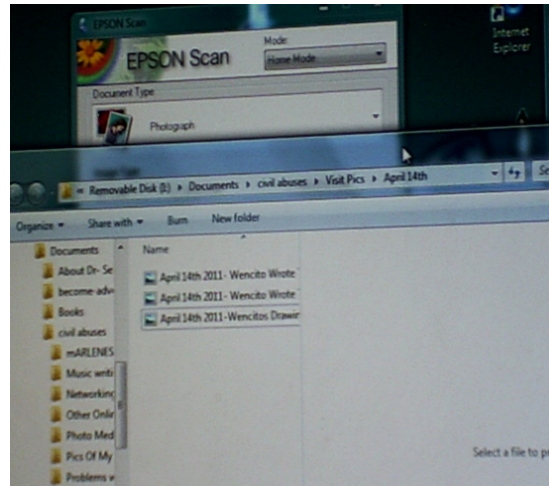
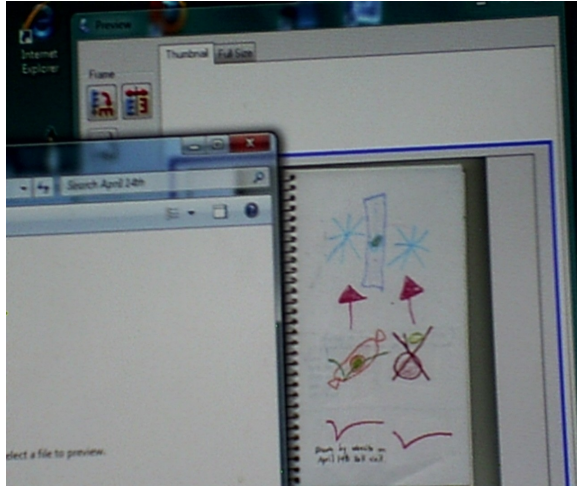
I am writing this letter to complain about a gross injustice which occurred at your library.

On April 15th, during the early afternoon, I went to your library to work on a very important report for my sons, who were taken away from me three years ago without an investigation due to false accusations, and who now have the misfortune of living with a “caretaker “ who neglects and abuses them. The only reason why I venture to mention my personal situation is to adequately convey the urgency of my task that day when I went to your institution, since the report was meant to help my sons.

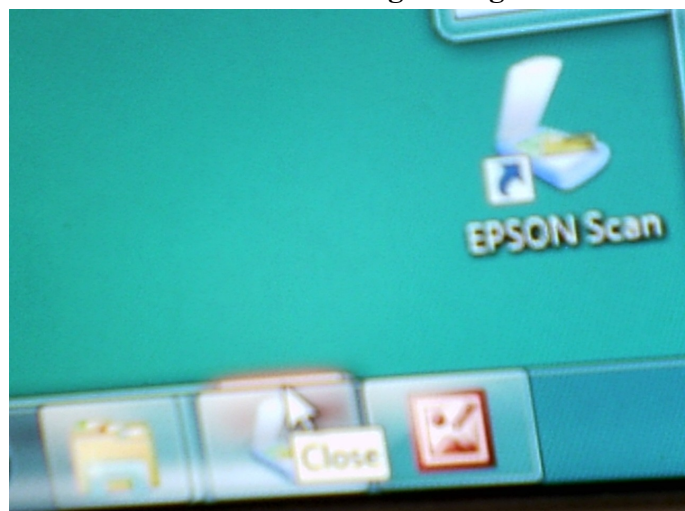
I first sat at computer number six which is connected to the only scanner. The photos on this, and the following page, which document the time which I spent on that particular computer, were taken due to the fact that something strange happened while I was scanning, and I wished to document it somehow.



At the time during which I was using this computer the person who allowed me to enter the computer that is connected to the scanner by opening it up from her computer, was a female library worker whose name I do not even know (though I can identify her by appearance), and who in the past has shown an appalling lack of courtesy towards me, and even what can be called animosity. Why this is the case I do not know, since I do not know this person.



Above can be seen some of the scans which I did of my eldest son's drawings in order to use with the report. When I used this computer I was using my library card. That day I had brought both my library card as well as my husband's (who at the time was at his job). I have been using this scanner since 2009 and am sufficiently familiar with its mode of operation. That day the settings seemed to be somehow changed, as the scanner was not operating as it usually does, and it was only after getting inside the settings that I was able to scan the files shown here, but I had to rely on a Microsoft Picture Manager Program to slightly crop the scanned image.



With this unorthodox method I was able to continue scanning, until something strange happened, one of the windows that was related to the scanning program started going downwards on the screen until it was submerged under the tool bar towards the bottom of the screen (as can be seen from the photos above showing the closing X of the sunken window).

Try as I might, I could not lift the window towards its previous and normal position on the screen so that I could proceed as I had been doing before. On all the occasions in which I have used this scanner this had never happened to me before. When I told the female worker what was going on, she treated me with her customary discourtesy and told me that I should not be meddling with the settings of the scanner (though she did come to my computer).

After some tinkering, I found out how to continue scanning despite the added inconvenience of that sunken window, which would have made the task of opening the scanned image much easier.

By the time that I had finished using that computer, another female library worker (a white middle-aged female with short red hair) was sitting at the desk in the computer room.

With this red- haired woman I have never had any difficulties, nor have I experienced any discourtesy from her. Since I did not want to hold up the computer connected to the only scanner, in case someone might come who may need to scan as well, I instead went to computer number 4 which was vacant, and so I was sitting between two people. At this point, since I desired to be able to have more time in order to work on the important task already mentioned in this letter, I logged into the computer with my husband's card.

I admit that in the past, the female library worker whom I have stated has shown animosity towards me, had found out that I had been using my husband's library card (while I was already on the computer), and had told me that I cannot use my husband's card. When on that previous occasion I had asked her how had she known that I was not using my library card (as I do not ever recall telling her my name, nor my husband's name) she merely replied in a harsh fashion "That's no concern of yours!"

Up until that time I had used my husband's library card on the computers in other libraries (many times with the staff's knowledge) and had not been told anything, nor did I experience

any difficulties. Up until that point, only this female worker at your library had told me this. Since I saw that there was a different female worker I logged in with my husband's card and was never told anything by the red-haired woman.

When I had been working on the report for some time (but not that long), I saw the worker which has always been discourteous to me come out laughing from a room which is next to the computers where I was sitting at (to the left of those computers). This worker once again sat down at the desk, and after a few minutes a security guard who was standing next to her desk signaled me to come to him, something which greatly perplexed me.

When I approached him he told me in a reprimanding fashion, as if I were a child, “Have you not been told, not to use your husband's card before?”

I glanced to my left only to see the female worker sitting there at her desk with a pleased look, which clearly reflected satisfaction on her face.

I told the security guard that I have used my husband's card in other libraries and have had no difficulties on those occasions, that only this female worker has mentioned such a prohibition. I furthermore, asked how she knew that I had been using my husband's card, and asked if she was looking at what I was doing on my computer.

The question was a rational one, as there were many other people that day using computers, so why would she choose me to check what particular card I was using, and how would she know whether the card was mine or not, as my husband has a rare name (Wenceslao), and I had never told her any of our names?

The security guard told me that this woman could see what I was doing on my computer, to which I asked why would she want to look.

The guard evaded the question and said that that was the policy, to which I responded that policies should have rationality.

The security guard told me at first to go to my computer, to end the session, and then to sign in with my card. I walked to my computer, but before I got there the female worker had ended my session from her computer without giving me time to save the changes that I had made to my report, despite the fact that she heard the guard's words and so knew that I was walking towards my computer to end the session myself.

I told the guard, "The session ended and I was not able to save changes on an important report on which I was working."

After I had uttered these words, the security guard (which obviously had been following the orders of the female worker) suddenly, and quite irrationally, changed his stance of allowing me to sign in with my card, and told me that I had to leave the library, because if not he would have to take me out. This inexplicable behavior baffled me, as I had not insulted anyone, I had not done anything to anyone, I did not represent a threat to anyone, and no one can even say that I was speaking too loudly, because at that time I could not even speak in a normal tone of voice, due to the fact that some days earlier I had contracted laryngitis and so was half-mute on that day. I was merely working on a report for my sons' well being without bothering anyone.

I told the guard that I was an educated person and no ruffian.

The guard said that he was going to call the police, to which I responded that if he was just trying to latch on to anything to do what he already seemed predisposed towards doing, then fine.

I saw the security guard go up the staircase while talking on his cell phone. I called my husband at his job at the same time for I knew that the guard was calling the police, so I did not hear

what he told them. I believe that he must have told them lies, as this whole situation was so stupid and crazy, and why would the police come because I was using my husband's library card on a library computer just to finish an important report?!

Ironically, the system is so flawed, that any insane person can call the police (or any agency for that matter) and file false complaints or accusations against someone in order to smear an innocent person.

Yet I have seen people who are truly rowdy in your library, and even once saw a man who went into the children's section of the library while I was working on my laptop, and who was talking to himself and acting in a bizarre fashion (I just ignored him), and no one called the police to take him out. If there would have been children at the time, they would have even been scared at seeing that man.

At that moment a young man came to use the computer which I had been using (he had just reserved it), so that I could not use my card to log in again. All the computers were occupied. After I called my husband, I went into the children's room to work on my laptop, but a computer class was in session there, so I went and reserved another computer with my card which was due to be vacant within ten minutes. The female worker was still sitting at her desk, and told me nothing when she saw me reserving, but still had that malicious looking, look of satisfaction on her face.

As I went into the video room of the library (just outside the computer room) I saw two policemen come through the main entrance, and approach the video room. The library security guard suddenly entered the room and told the police that I had been giving him “difficulties”. The way he spoke of me one would think that I was a street thug. I told the policeman that I was not bothering anyone, and that I had been using my husband's library card on the computer to finish an important report. In doing so I also explained

briefly my situation, how I had been falsely accused and had lost my children, and how since we have been denied due process, DCYF was desperate to create a false image of I and my husband as well as of our sons, in order to convey to these policemen the urgency of I working on this report, and also because I even wondered if there was any connection between this strange incident and DCYF's obsession with slandering me.

There was simply no rational reason to call the police on me, and the security guard seemed for some reason already predisposed towards this action, and perhaps was merely looking for any pretext to be able to do so.

The security guard at your library was smiling in a very nasty fashion while the police told me that if I did not leave the library I would be arrested!

In my situation, I know that that would have greatly pleased my false accusers, nevertheless I marvel that such incidents could take place within an institution which exists for the benefit of the public.

As the police led me out of the library the guard told the police that I was banned from entering the library for six months, and could not enter until October 17th of this year!

My questions with regard to this ridiculous and insane situation are the following:

1) Does a mere security guard have the authority to ban me from a public institution for six months when I represent a threat to no one? Does a mere library worker who only sits at a desk have a similar authority?

2) Is this security guard hired through another agency, or is he directly employed by your institution? If he is hired by another agency, he would have less authority yet to deliver and implement such an outrageous sentence.

3) If a security guard working in your institution can bully your patrons so, how would that reflect on the standard of service which your institution provides?

Should not your library be staffed with well mannered and courteous people, who know how to properly interact with those who go there to use your services?

Because of this unjustifiable incident I lost a good part of the day (which greatly delayed me with regard to the progress of the important project on which I was working) as well as the bus fare which I had paid to go to your library.

Even though my report had already been finished on April 11th, I had originally written it in notepad, and depended on the advanced version of Microsoft Word available on your library's computers in order to transfer the report to this format and add the necessary graphics and links. I finally did finish my report which can be seen at this link:

<http://www.archive.org/details/RefutationsOfBiasedEvaluationsDoneOnOurSons>

but your institution which is supposed to help those who go there with the earnest intention of using your services in a productive manner while causing no harm to anyone, has done me a great injustice, instead of completely fulfilling the purpose for which libraries exist.

Given the irrationality and injustice of my situation, I am writing so that you will use your authority as director to revoke the banishment which was placed upon me by a security guard working in your library on the say so of a mere library worker.

I also ask that this library worker be called upon to answer for her unprofessional behavior, and for the unfounded humiliation which she subjected me to.

I await your response to this petition, and appreciate any cooperation in this unpleasant matter.

Sincerely,

Cibeles Jolivette Gonzalez
